Louisiana CAREWare Access Network

Request to Add/Remove User Access

Instructions: *This form is to be completed by the user's supervisor and emailed/faxed to the agency's designated LaCAN Partner for review and approval. Keep a copy of this form on file at your agency.*

☐ New Account

☐ Remove Account

CAREWare access will not be granted without a completed request and a copy of the confidentiality policy signed by the user. Please allow 5 business days for creation of new accounts.

Agency Name	
Agency Address	
User's Name	
User's Phone	
User's Email Address	
User's Job Title	
User Group Requested (see page 2 for descriptions)	☐ Data Entry User ☐ General User ☐ Management User
Additional permissions needed	
CAREWare Fields	☐ Add to CAREWare Case Manager field list ☐ Add to CAREWare staff name list for services ☐ Add to another custom field list: ☐ Add to CAREWare Case Notes Author list
Training and Confidentiality Assurances	☐ User will be trained on CW by a member of their agency ☐ User has signed the LaCAN confidentiality agreement/ policy ☐ User has completed a LaCAN-approved HIPAA training course

Computer Information

This section applies to the computer that you will be installing CAREWare on. Please see the LACAN CAREWare Manual for more information regarding LaCAN's Computer security policies.

What Antivirus Software is installed on your computer?	
LaCAN Approved Antivirus software:	• Bitdefender Antivirus Plus 2015 • Norton Security • Kaspersky Total Security • McAffee Antivirus Plus • Trend Micro Titanium Antivirus + • Avira Antivirus Pro • Sophos • BullGuard Antivirus • eScan Anti-Virus • Panda Antivirus Pro • Avast! Pro Antivirus

Will you be using a laptop? (if you responded "No", no further information required)	☐ Yes ☐ No
If you are using a laptop please verify by signature that this laptop remains docked and does not leave the office.	

Name (Print):_____ Signature: _____ Date: _____

Supervisor Name (Print):_____ Supervisor Signature: _____ Date: _____

Agency Supervisor: **FAX (504-556-9840) OR SCAN & EMAIL THIS DOCUMENT AND THE SIGNED USER AGREEMENT TO YOUR DESIGNATED LACAN PARTNER**

For LaCAN Partner Use Only			
Date Received by LaCAN Partner _____		**Date Received by SHP**_____	
LaCAN Partner Initials _____		**Date Account Established by SHP** _____	
Approved by LaCAN Partner	YES	NO	**User Name** _____
Allow User access to shared folder	YES	NO	
Allow user to save CW data to Computer	YES	NO	

Last revised 10/12/2015

Louisiana CAREWare Access Network User
Group Descriptions

These user groups have been established by LaCAN as *minimum-level permissions* for each user. Permissions to view and manipulate information in CAREWare are granted based on HIPAA's Minimum Necessary Requirement, which states that "protected health information should not be used or disclosed when it is not necessary to satisfy a particular purpose or carry out a function" (45 CFR 164.502(b), 164.514(d)). For example, a user responsible for entering services only should not be granted access to client clinical data or referrals.

Refer to these user group descriptions when requesting initial user access. <u>LaCAN will grant additional permissions on a case-by-case basis when requested by the user's supervisor.</u>

Management User:

Utilize CAREWare primarily for running reports and viewing client information pertinent to program management and oversight. These users can also add and edit services and clients, but mostly use CAREWare for reviewing what has been entered in the system.

Broad permissions:
- Add and edit client information
- Add and edit services
- Delete services is dependent upon funder
- Run all reports
- Create and edit all reports
- Export all reports
- Set client sharing status

General User:

Utilize CAREWare as a daily function of their job serving clients. These users are typically case managers, primary care providers, and those providing direct client services that they enter in CAREWare.

Broad permissions:
- Add and edit client information
- Add and edit services
- Run all reports
- Create and edit custom and client reports
- Create and edit clinical encounters (for primary care providers)
- Create and follow-up on referrals
- Set client sharing status

Data Entry User:

Responsible for conducting data entry for providers, but do not directly serve clients. These users are restricted primarily to entering information and running reports for the purpose of data quality management. More specific permissions are based on what data the user is responsible for entering.

Broad permissions:
- View client information
- Add and edit services
- Add and edit clinical information if necessary
- Run custom reports and other reports if necessary